

Duke, Daphne

195611

**From:** Erskine, Randy H.  
**Sent:** Wednesday, October 15, 2008 11:08 AM  
**To:** Duke, Daphne  
**Subject:** 3rd quarter 2008 report for Charter Fiberlink SC-CCO,LLC  
**Attachments:** CF SC-CCO CLEC Service Quality Quarterly Rpt 3Q08 NP.doc

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**From:** Tyler, Terrance M [mailto:Terrance.Tyler@chartercom.com]  
**Sent:** Wednesday, October 15, 2008 11:05 AM  
**To:** Erskine, Randy H.  
**Cc:** Tyler, Terrance M  
**Subject:**

As required by R.103-614,618,619,661 and 663, attached is the Non-Proprietary version of the 3<sup>rd</sup> quarter 2008 report for Charter Fiberlink SC-CCO,LLC. If you have any questions regarding this reporting, please contact me directly at the number listed below or via email [terrance.tyler@chartercom.com](mailto:terrance.tyler@chartercom.com)

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# NON-PROPRIETARY

## SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

### **SOUTH CAROLINA OPERATIONS**

COMPANY NAME

Charter Fiberlink SC-CCO, LLC

QUARTER / YEAR

3rd / 2008

Month:

July

Aug

Sept

Number of Customer Access Lines

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Trouble Reports / Access Line (%)

\_\_\_\_\_ %

\_\_\_\_\_ %

\_\_\_\_\_ %

Customer Out of Service Clearing Times (%)

\_\_\_\_\_ %

\_\_\_\_\_ %

\_\_\_\_\_ %

New Installs Completed w/in 5 Days (%)

\_\_\_\_\_ %

\_\_\_\_\_ %

\_\_\_\_\_ %

Commitments Fulfilled (%)

\_\_\_\_\_ %

\_\_\_\_\_ %

\_\_\_\_\_ %

Comments / Explanations: \_\_\_\_\_

\_\_\_\_\_

Person Making Report / Contact Information: Betty J. Sanders, Director Regulatory Affairs, email: CFL.Regulatory@chartercom.com, ph: 314-288-3259, fax: 314-288-3555